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REQUEST FOR PROPOSALS #16-13
Electronic Transcripts
University of Maine System
ADDENDUM #1

In response to vendor inquiries, the University offers the following:

The University of Maine

- Q1.** Reference paragraph 4.6 of the RFP: "Provide a description of data gathering used to meet the requirements of Section Three, rubrics for user satisfaction and sample reports."

University of Maine
at Augusta

Can you please elaborate or clarify what you are expecting in terms of a description of data gathering, user satisfaction (and user satisfaction of the University of Maine System or the student), and sample reports?

University of Maine
at Farmington

- A1.** This refers to the third bullet of paragraph 3.2 in the RFP: "Providing regular reports of activity of University students at the site." Minimally the University wants to receive reports on how many students are using the system, who they are, and where transcripts were sent. Any additional information would be appreciated.

University of Maine
at Fort Kent

In this discussion the registrars reiterated paragraph 3.2 fourth bullet: "Providing the ability for University staff to query activity logs for their university". Registrars want to be able to respond to student inquiries about requests students have made using the facility—that probably means being able to see the same status information the student can see in relation to paragraph 3.1 the seventh bullet.

University of Maine
at Machias

University of Maine
at Presque Isle

- Q2.** Reference paragraph 4.5 of the RFP: "Provide a project implementation plan with requirements gathering methodology, timeline and transition strategy."

What is the timeline?

- A2.** The University's intention is to have the project completed by the end of August/before the next school year, subject to availability of staff.

- Q3.** Who are the target recipients?

- A3.** Transcript recipients could be anybody: schools, colleges, businesses, scholarship agencies, other individuals, selves, etc. Transcripts must be deliverable electronically or on paper, as requested by student—recognizing that some recipients prefer not to, or cannot, receive transcripts electronically.

- Q4.** Reference paragraph 3.1 the fourth bullet: "Providing PCI compliant fee payments."

What does this mean in this case? Will students be able to go online, request transcripts and pay for the service online?

- A4. Yes, users should be able to pay any applicable fees online, and, like most other online purchase transactions, the University expects that fees paid online by students meet PCI (Payment Card Industry) information security standards.
- Q5. Reference paragraph 3.1 the seventh bullet: "Providing a way for students to see the status of their requests."

Does this mean a track of the history of the request or only the current status?

- A5. As a minimum, the University wants students to be able to see the current status of their request. More information, such as a history of status changes, would be appreciated.
- Q6. How would UMS Institution to UMS institution transcript delivery function? This question refers to transactions between the seven universities of The University of Maine System and the System office.
- A6. UMS transcripts do not need to be exchanged between member institutions. We have the capability to share transcripts within our student information system.



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